

Because We're **Focused on**  
**Safety** for *Every Child*



Our clients continued to rely on Providence House for basic needs and support during the COVID-19 pandemic.

Learn more about how we have altered our services to meet the changing needs of our families inside!



Providence  
House  
Every child is your child.™

— Providence House —  
**HOUSE NEWS**  
— Summer 2020 —

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# A Note from Natalie



As you can see from the updates in our newsletter, Providence House has been busier than ever! While we made the very difficult decision to temporarily close our Crisis Nursery Children's Shelter program for nearly

four months at the start of the COVID-19 pandemic, our amazing team mobilized immediately to deliver remote and virtual services to over 250 families and children.

As critically important as these services were for our families, so was the time and energy we spent during our closure to meet with professionals in state licensing, healthcare, and public health to develop new protocols and procedures to safely reopen our children's shelter services as soon as possible.

We know that there are risks to opening our crisis nursery given the sometimes very unsafe situations that our children are coming from. But it was essential that we reopen with so many children needing our care. During our temporary closure over 180 children were unable to be admitted. These are babies and children who need a safe place while their families continue to struggle through crises and protect their children from COVID-19.

Like most businesses, we are doing health screenings, temperature checks, and requiring masks for anyone entering our buildings, every day and every time they enter. All of our children are being tested for COVID-19 prior to admission and every room is cleaned and sanitized after each group of children exit. We are prepared and have protocols in place for children who

may have COVID-19 to provide care for them while also keeping other children and our staff as safe as possible. And we are setting up for remote schooling for our school age children who will be attending classes while staying with us.

We do not know how the pandemic will continue to unfold for our country or our community. What we do know is that we have no plans to close again. We are a critically needed first responder child welfare agency. We must be available for children in crisis now more than ever as rates of child maltreatment are escalating during the financial and emotional pressures created by the pandemic.

But to do so, we need your help more than ever. I know we are all struggling in so many ways as we navigate the new economic and social uncertainties of our "new normal." I so deeply appreciate those who have remained with us, supporting us and our children through this unprecedented time.

**“These are babies and children who need a safe place while their families continue to struggle through crises and protect their children from COVID-19.”**

And I'm asking for your continued support as we work hard to serve as many children as possible despite a nearly 25% reduction in donor support during the pandemic. Please consider a gift to help us remain open, remain safe, and remain available for every child who needs us. And please stay safe and well.

## We're Heading Back to (Home)School!

**It's that time of year again!** Our children are getting ready for school year to start, and we need your help to make sure they've got everything they need while we help them learn virtually from our House! **Our highest school needs are:**

**Chromebooks, Headphones, Child Face Masks, Hand Sanitizer, Markers, Glue Sticks, Crayons, Pencil Boxes, Pencils**

You can find these and other needs at [prohouse.org/wishlist](https://prohouse.org/wishlist). Purchase through **Amazon Smile** and a portion of your total comes back to Providence House.



# We've Reopened

Due to the COVID-19 Pandemic, and for the safety of our children, families, volunteers, and staff, our Crisis Nursery was temporarily closed from March 18 - July 20th. In our first month, we served 26 kids. With children back on our campus again, we know that additional health and safety measures are crucial.



We've enacted many protocols to ensure the health and safety of everyone at Providence House including:

- COVID testing for every child admitted
- Symptom and temperature screenings for each staff member
  - Mandatory mask wearing on site
- Limited number of staff members on site
  - Enhanced sanitization efforts
- Continued education on preventative healthy & safety measures

## Continued Remote and Virtual Services

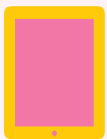
Although we've reopened some spaces in our Crisis Nursery, we know that many of our children and families can benefit from some of the remote services that we began offering while closed. We're excited to continue offering:



**Aftercare:** We've instituted virtual Aftercare groups for our parents to remain in communication even when they cannot be physically together and are continuing to make home deliveries and visits to Aftercare families with basic needs items.



**CERP Online:** Our Community Education and Resiliency Program will shift to using Zoom groups to families in the community who need our support, as well as conducting multiple home visits to each family over the 8-week program.



**Virtual Visits:** Thanks to a generous donor, Amazon Fire Tablets will allow for virtual visitations between children who are at Providence House and their parents or guardians at home to reduce risk of exposure for children and staff.



**Telehealth Services:** All of our social workers have been trained to provide virtual family preservation services via Zoom in order to allow for less in-person contact.

We Couldn't Have Done  
it Without You

# Thank You

While our Crisis Nursery was temporarily closed, we were fortunate enough to have so much support from our community in order to help us shift our services to deliver basic needs items to our families' homes.

We would like to highlight some of the donors who extended their hand when we needed it most

**Atlantic Foods**

donated turkey breasts, milk, eggs, frozen vegetables, potatoes, meat, fresh carrots, and orange juice

**Borden Dairy**

donated 120 gallons of milk in May and June

**GoGo squeeze**

donated 480 pouches of GoGo squeeZ

**The Woods Restaurant**

donated meals that we distributed to our families at their homes



# Community Partners

We've all heard the phrase, "it takes a village", but at Providence House, we take that literally! Providence House partners with over 120 other organizations around the greater Cleveland area to make sure we give our children and families the most comprehensive care and long term support possible.

This month, we want to send a big Thank You to a few community partners that have gone above and beyond in the last few months:

- MetroHealth
- Ohio Department of Job and Family Services
- Cuyahoga County Board of Health
- City of Cleveland Department of Health
- Greater Cleveland Food Bank
- CHN Housing Network
- Council for Economic Opportunities in Greater Cleveland (CEOGC)

To these and to all of our community partners, **thank you!**

## PHriends

### Where Passion Meets Action

An energetic group of young professionals, PHriends are dedicated to making a difference in the Cleveland community. Their goal is to raise awareness (and funds!) for Providence House. Develop your leadership skills and networking abilities alongside other community-minded individuals in your own backyard.

Membership for the PHriends Group is always open, and PHriends Associate Board applications open on **October 1st!** To learn more about PHriends, and to access applications, **visit [provhouse.org/phriends](http://provhouse.org/phriends)**.



## pARTy with our PHriends,

### From Your Home

Join us for our **Virtual pARTy with PHriends event on October 1st**. You'll have the chance to select from an array of virtual sessions including, but not limited to:

- **Cooking with Douglas Katz of Fire Food and Drink**
- **Yoga with Sarah Ezzie Haines**
- **Floral Arrangements with Urban Orchid**

.....  
You can learn more about the event and register at **[www.provhouse.org/party](http://www.provhouse.org/party)**.

# By the Numbers:

Our fiscal year ended on June 30th and we want to share some of the amazing work that was accomplished with you!



**826** inquiries  
for admission



**249** children  
from **122** families  
in **29** zip codes  
stayed at Providence House



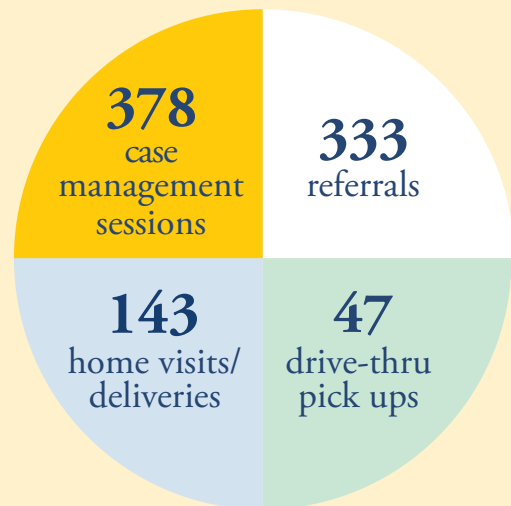
**815** children  
were served between all of our programs!

**4,045** days of care  
were provided



While our crisis nursery children's shelter was temporarily closed from March 19 - July 20th due to COVID-19, we continued to support

**228** families through:



## A look back on **Day of Giving**

This year on July 15th, we asked you all to help us as we prepared to reopen our Crisis Nursery following its closure from the COVID-19 Pandemic.

### **We held our inaugural Providence House Day of Giving!**

Thank you to all who sent in photos, videos, and words about why they support Providence House, and most importantly, to all those who so generously gave. Throughout the day, we were able to raise over **\$27,000** for our children and families as we welcome them back into the Crisis Nursery.

**We couldn't have done it without you. Thank you!**





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If you're receiving extra copies of the newsletter or notice a misspelling or error with our database, please let us know! Email all updates to Kaylee Quanbeck at [kaylee@provhouse.org](mailto:kaylee@provhouse.org).

## Looking Ahead

Visit [provhouse.org/events](http://provhouse.org/events) for more information!



### pARTy with PHriends *October 1*

Virtual Event

### Deck the House *December 8*

Stay tuned for more information!

Proud to be a partner of:

